NORTH CAROLINA DEPARTMENT OF JUSTICE

Agency IT Plan
2009 – 2011 Biennium

Submitted by CIO Nancy C. Lowe,

September, 2008

Table of Contents

I. EXECUTIVE SUMMARY

The North Carolina Department of Justice (NCDOJ) is composed of the State Bureau of Investigation (SBI), Legal Services, Training and Standards, and other support functions associated with the Attorney General's office including Human Resources (HR), Financial Services, the Public Information Office and Victim's and Citizen's Services. The mission for the DOJ is to fight crime and protect the people of North Carolina.

Issues that are vitally important to the Attorney General (AG) include support of NC law enforcement by providing information that keeps officers safe in the performance of their duties and allows them to protect the public from predatory and criminal activity, provision of legal services to state agencies and the state of NC, services for victims, internet safety, the protection of citizens as consumers, and the offering of training for law enforcement and maintenance of associated standards. The DOJ is a citizen-centric agency, focusing on the needs of citizens as one of our primary consumers of our services.

In support of the Attorney General's goals for the DOJ, the IT Division successfully implemented a new fingerprint system for law enforcement this year, submitted an RFP for a case management system for legal services, and began consolidating approximately 10 legacy applications into one Training and Standards application which will roll out in FY 08/09, thus enabling standardized methods of tracking and collecting training activity for criminal justice entities across the state. Phase I of a Tracking and Billing application was completed for the SBI to track billing of the fee-for-service and civil applicant criminal background checks. Phase I of a new laboratory information system was completed for the crime lab enabling them to process crime evidence faster, a new asset tracking system was developed, and ITD also renovated two buildings on the SBI campus, equipped a data center in one of the buildings, and moved from Raleigh to the SBI campus in early 2007.

Looking forward into the new biennium (09-11), there are many IT projects that will be tackled to meet the goals of the DOJ. Projects below are not in a particular priority order.

Legal Services projects:

The legal services division (comprised of Administrative, Civil, Criminal, Environmental, Special Litigation, Consumer Protection, and Law Enforcement Prosecutions) provides legal representation and advice to all state government departments, agencies and commissions. The Attorney General provides legal opinions at the request of other public officials and handles all criminal appeals from state trial courts. When public interests are at stake, the Attorney General can take legal action on behalf of the State and its citizens. Projects on the horizon for the 09-11 biennium include the following:

➢ **Legal Services Scanning Project-** The DOJ annex, located in the Old Education building in downtown Raleigh is being demolished as a part of the new Green Square project. There are over 26 million Legal Division and related documents in the annex including criminal appeal files, capital murder appeal files, civil tort

claim files and related legal and administrative documents. Over the next three years, a project must be initiated to automate these records.

➢ **Legal Services Case Management-** Legal Services desires to implement a centralized case management system for the legal services staff in DOJ which will allow for the provision of legal services to clients (state agencies and the public) more efficiently, and allow for statistics and reports regarding those services. The legal community has been mandated to file electronically in all federal courts, some state courts, and several administrative agencies. An RFP has been issued and the roll out of a new automated COTS product is planned to begin in early 2009 and continue through the 09-11 biennium.

➢ **Collections Debt Management Project**- The Collection Section of the Attorney General's office is a small section that collects account receivables for all state agencies, community colleges and universities and student loans for community colleges and universities. This application will allow data to be captured from agency/university/community college and debtor information, automate the production of demand letters to debtors and capture information regarding monies sent and how payments are made.

SBI and Law Enforcement (LE) projects:

The SBI is a division of the Attorney General's office and provides support to local law enforcement with criminal investigations across NC. At the request of local law enforcement, the SBI assists with investigations such as homicides, missing person's cases, robberies, and property crimes. The SBI has original jurisdiction in investigations involving drugs, arson, election laws, child abuse in day care centers, theft and misuse of state property, and computer crime investigations involving crimes against children. The SBI has statewide jurisdiction and assists other state agencies in the apprehension of criminals and also has a laboratory where all crime scene evidence is analyzed.   Projects for the new biennium include the following:

➢ **Sex Offender Registration and Notification Act (SORNA)** - New federal legislation requires that NC change the Sex Offender Registry (SOR) application and web site to be compliant with federal SORNA requirements for managing information on registered sex offenders and providing information to the public. This will facilitate investigation of sex crimes, better protect the public from sex offenders, and prevent NC from being subject to a 10% reduction in federal grant funding for failure to comply with SORNA.

➢ **UCR** (Uniform Crime Reporting) - To meet the growing demand for crime reporting in NC, the SBI desires to re-architect its UCR platform. This involves developing a strategic plan that exposes data deficiencies and provides connections through data integration and improved reporting capabilities. The goal is to ensure that NC speaks with one voice regarding criminal data and provides law enforcement with current data to assist with criminal investigations.

➢ **Criminal Justice Data Integration-** The updated Appropriations Act from the NC legislature's short session funded a "Criminal Justice Data Integration Pilot Program." DOJ will likely participate in this project or complete related projects in support of this project. The Data Integration oversight body recently met for the first time but the exact involvement of DOJ is uncertain at this time.

➢ **NCATS/LEMS Integration-** The SBI desires to create an interface between North Carolina Applicant Tracking System (NCATS) and Law Enforcement Message Switch (LEMS) for automating exchange of information necessary for completion of fee-for-service and civil applicant criminal background checks performed by SBI Criminal Information and Identification Section (CIIS).

➢ **NCATS Portal-** This project will provide a secure web portal for agencies to request fee-for-service and civil applicant background checks performed by SBI Criminal Information and Identification Section (CIIS), monitor the status of requests, and retrieve the results.

➢ **SBI Information Flow Study-** This study will assess the flow of information between organizational units and systems within SBI and make recommendations for improvements in processes and information systems.

➢ **Mobile Automated Fingerprint Identification System** (**M-AFIS)-** This project is to procure and distribute mobile devices for LE agencies to capture fingerprints and create new workflows in existing Statewide Automated Fingerprint Identification System (SAFIS) to process these fingerprints, interface with other systems (FBI IAFIS, CCH, etc.), and provide results back to LE agencies.

➢ **Cybercrime Computer Evidence Analysis and Storage Environment** (CEASE) **for Western and Triad Crime Labs-** Procure and implement Cybercrime Computer Evidence Analysis and Storage Environment (CEASE) for Western and Triad Labs. Cybercrime CEASE is already being implemented in the Raleigh Lab using federal grant funding. This project will support establishment of digital evidence sections at the Western and Triad labs and allow SBI to expand the number and types of digital evidence cases it accepts beyond the murder and sex crime cases to include other felonious crimes for which digital evidence may support investigation and prosecution.

Training and Standards projects:

The third major division of DOJ is Training and Standards. This division includes two NC Justice Academies (NCJA) where training for law enforcement officers and other sworn officers is conducted. The division oversees standards for officers through the Sheriffs' and Criminal Justice Training and Standards Commissions. In addition, the Division oversees standards for private security, private investigators and other related professions through the Private Protective Services Board as well as burglar alarm businesses through the Alarm Systems Licensing Board. Related projects in FY 09-11 include the following:

➢ **Private Protective Services (PPS) and North Carolina Justice Academy (NCJA) PowerBuilder Application Replacement:** Current PowerBuilder software applications, which were custom developed in DOJ need to be rebuilt. Since Power Builder is not a part of the current strategic direction, they will be replaced to adhere to the NCDOJ ITD Standards (MS .NET).

➢ **NCJA Multimedia Services**- This project will update the NCJA web site to support multimedia presentations, host the multimedia services for both BlackBoard and Learning Management System courses, and establish authoring capabilities to create and design the multimedia elements for the services in NCJA.

➢ **Training and Standards Project, Phase 2-** Phase I of this project will roll out in 2/09, enabling standardized methods of tracking and collecting training data for criminal justice entities in NC. Phase II will begin in the 09-11 biennium and will incorporate all requirements outside of the original Phase I implementation.

➢ **Expansion of NCJA Learning Management System**- This project will increase the user base with Learn.com LearnCenter and integrate NCID for single-sign on (SSO) capability, thus increasing the capability to provide online in-service training for law enforcement officers throughout NC.

Summary: The DOJ IT division is moving to compress the number of applications in our portfolio so that maintenance becomes more manageable. ITD uses Microsoft primarily and we are making a concerted effort to convert ACCESS, MAPPER, and Power Builder applications to Microsoft .NET applications to reduce maintenance costs and ensure adequate resources for application maintenance in the future. Since DOJ has invested in a Microsoft enterprise license and also hired a good number of skilled .NET developers, this seems to be the logical path for our organization.

The priorities above are those that the DOJ supports to meet legislative mandates, to enable the agency to provide greater support to law enforcement, to provide attorneys in the agency up to date software to manage their cases, to adhere to court mandates, and to support other departmental goals. AG Cooper continues to guide the Department of Justice in the direction that provides citizens of NC with the greatest degree of protection, most especially the children of NC. He is a staunch advocate for Victim and Citizen Services, consumer protection, and internet safety. The application plans for the future as described above are guided by the AG's overall priorities for DOJ. Progress will continue to be measured by adherence to legislative mandates, streamlining of agency processes, enhancements in efficiencies, completion of projects on schedule and within our budget, and user acceptance of IT applications and verification that applications meet the needs of each division to support agency priorities. IT applications are only of value if they meet the needs of the business and reduce the complexities within the business. This is what DOJ ITD strives to achieve.

II. MAJOR FACTORS INFLUENCING THE PLAN

Historical Law Enforcement Information- The support that ITD provides NC law enforcement is very significant. In order to have a complete understanding of the importance of support provided to the SBI and law enforcement, one must first understand the history of how the Law Enforcement Message Switch evolved and what it provides to law enforcement today.

The Police Information Network (PIN) was created by N.C. General Statute in the early 1970's as a division to provide electronic communication between N.C. law enforcement and criminal justice agencies.   In addition PIN provided law enforcement access to local, state and federal databases such as the N.C. Department of Motor Vehicles (DMV) Driver License and Vehicle Registration databases as well as the National Crime Information Center's (NCIC) Stolen Vehicle and Wanted Persons files.   Communication of NC law enforcement users with law enforcement users in other states via the National Law Enforcement Telecommunications System (NLETS) was also provided by PIN. PIN procured the computer hardware (UNISYS mainframe) and communication circuits to provide the physical means to make this happen. Corresponding specialized mission-critical computer software was also acquired which has become known as LEMS (Law Enforcement Message Switch).   In addition to providing communication among law enforcement, PIN established a state Computerized Criminal History (CCH) database which is accessed through LEMS.

As the PIN system matured, PIN evolved into the Division of Criminal Information (DCI) which was part of the State Bureau of Investigation (SBI). Later, as DCI matured even further, the Department of Justice began to realize the advantage of having an internal IT department. DCI was moved directly under the Department of Justice and renamed the IT Division giving us the modern-day name "Department of Justice IT Division (ITD)."

In the early 2000's, ITD moved LEMS from the mainframe environment to an n-tier client-server architecture with a UNIX based server and then later to a Windows environment which is our current status. During this time, a product called Omnixx was purchased from Datamaxx Applied Technologies. Omnixx is the front end of the message switch and provides NC Law enforcement and Criminal Justice users' access to NCIC, NLETS, and state databases via intuitive transaction forms. Omnixx was put into production in 2003. The transaction forms in Omnixx are accessed from a filtered menu based upon each user's certification privileges, ensuring that users may only access authorized transactions. These intelligent transaction forms are capable of generating multiple queries based on the information provided on one form. In addition, Omnixx provides access to users to enroll in scheduled training classes and access to online certification testing.

Other ITD databases where added through LEMS such as the Sex Offender Registration, Concealed Handgun Permits, and Recovered Vehicles. Additional LEMS interfaces were created to other state agency databases such as the Administrative Office of the Courts

(AOC) and Wildlife's Vessel Registration.   LEMS now has an interface through NLETS to the federal National Oceanic and Atmospheric Administration (NOAA) National Weather Service with immediate weather watches and warning notifications being provided to the NC law enforcement community.

The devices used to send and receive messages from LEMS have improved over the years. Newer more user-friendly devices now give users in the field an easier method of entering and receiving message request responses that are easier to read. Mobile devices are now available and message requests and message responses can be transmitted from patrol cars.

Current and future technology trends in the LEMS area include state and national standardized message exchange formats through the use of Extensible Markup Language (XML) message formatting technology.   XML is recognized across the industry as a common message formatting specification. This facilitates faster development of new applications and interfaces through LEMS. Various interfaces in LEMS are being converted to XML.

Another technology trend in LEMS is the introduction of image technology into the law enforcement community. Images are now available from federal databases such as the NCIC Wanted Persons file through LEMS to law enforcement users.   Image access through LEMS to other state databases such as the NC DMV driver license photos is also materializing. LEMS now has the capability to exchange these DMV driver license photos with law enforcement users in other states through NLETS. In the future, state DOJ applications such the Sex Offender Registration database may be candidates to provide their photos to law enforcement through LEMS.

Business Vision- The Attorney General is very committed to technological advances for the DOJ. As the state's chief law enforcement officer, Attorney General Roy Cooper's mission for the Department of Justice is to fight crime and protect the people of North Carolina.   Though simply stated, this mission has broad reaching implications and is guided by 1) special legislation that impacts the Department of Justice, 2) criminal activity throughout the state which requires the Attorney General's intervention from a consumer protection or law enforcement perspective, and 3) division stakeholder needs which will enhance the overall efficiency of the department.

Overarching goals for the Department of Justice include

> 1) Strengthening law enforcement and better enabling the SBI and NC law enforcement officers to protect North Carolinians,

> 2) Apprehending predators and arming the public with as much information as possible to protect them from predatory or criminal activity,

> 3) Protecting consumers and providing them with sound information to disarm scam attempts,

4) And striving to enhance the work flow of employees, improve processes and maintain a sound infrastructure within the DOJ that will allow employees to use their time efficiently to accomplish the goals of the department.

Goal #1- The DOJ has made tremendous progress using state of the art technology solutions *to strengthen law enforcement and better enable the SBI and local law enforcement to protect the public*. ITD devotes the greatest percentage of its time to building and supporting applications related to this goal. From a strategic perspective, providing data in user friendly formats in well architected applications gives law enforcement vital tools that they need on a daily basis to protect the citizens of this state and protect themselves in the performance of their duties. Some of the significant IT applications that law enforcement depends on are listed below. Some historical perspective is provided on these important applications to allow for greater understanding for new staff transitioning into the DOJ as well as other readers of this document.

State Automated Fingerprint Information System (SAFIS) - The SBI is mandated by law to serve as the criminal fingerprint repository for North Carolina. Based on this mandate the SBI is responsible for operating and managing the SAFIS, a statewide network that serves approximately 450 criminal justice agencies and thousands of non-law enforcement entities that submit fingerprint cards to the NCSBI. The primary goal of SAFIS is to provide immediate and positive fingerprint identification results to law enforcement agencies in four hours or less. In this current biennium, ITD worked with the SBI to craft an RFP, get a legislative appropriation and contract with Motorola to completely upgrade the SAFIS system. This project has been resoundingly successful and provides new functionality to law enforcement which enhances the ability to match fingerprints and catch criminals.

Computerized Criminal History (CCH) - The NC Computerized Criminal History (CCH) application was implemented in 1976 and has arrest, court and custody data as substantiated by the person being fingerprinted. This was part of the FBI effort to automate the "Rap Sheet." NC criminal history data was housed in both the state and FBI computer. In the early 1980's, NC legislation was passed for the mandatory fingerprinting of all felonies. This was a requirement so that in 1983, NC could be a part of the first five states for the FBI's new initiative to create a CCH Interstate Identification Index (III). With the "III" concept, the FBI sent a request to each of the "III" participating states and the state provided its own Criminal History reply data instead of the FBI providing a reply from the FBI database. From 1983 until 1991, the FBI continued to keep a copy of the NC criminal history fingerprinted arrest, court and custody data. In 1991, NC was the second state in the nation where the FBI stopped keeping a copy of the state criminal history arrest, court and custody data. The FBI has only the "III" individual identifying data with a pointer to NC to provide the arrest, court and custody data. The CCH database has information for over 1,300,000 fingerprinted individuals. The NC CCH file is critical to law enforcement throughout the nation on a 7 x 24 basis and requires the ongoing support of a full time developer to maintain the application.

Concealed Handgun Permits (CHP)- The 1995 Session of the General Assembly ratified House Bill 90 which allows for certain individuals to carry a concealed handgun if that

individual has obtained a concealed handgun permit from the sheriff of the county in which they reside. Additional provisions were created in General Statutes and can be found in N.C.G.S. 14-415.10 - 415.23. The 2000 Session of the General Assembly ratified House Bill 1508 which modified the concealed handgun law regarding fingerprint requirements, fees, and renewal requirements. All 100 North Carolina Sheriff departments and the Criminal Information and Identification Section (CIIS) are users of this application. Current work on this application will allow other states to inquire on a NC citizen's Concealed Handgun status. Local law enforcement and other states will use the law enforcement message switch to share information.

Methamphetamine Tracking- Attorney General Cooper has strongly focused on the eradication of methamphetamine labs in NC. According to a portion of the Methamphetamine Lab Prevention Act 2005 legislation, AG Cooper directed ITD to establish a database to collect information on distributors of pseudophedrine who are required to report their sales. It is anticipated that there will be ongoing emphasis in the 09-11 biennium on the tracking of pseudophedrine sales and the elimination of illegal methamphetamine labs in NC. Though there are no current plans for additional applications, there is currently discussion regarding the tracking of those who purchase pseudophedrine, the frequency of purchases and the stores where purchases are made.

Training and Standards Initiatives- As described in section I, there are two IT projects in the Training and Standards division that provide an important service to law enforcement in regard to their certification. One is the Learning Management system which is a new effort to provide on line courses to law enforcement and the second is a Training and Standards application which consolidates a variety of legacy applications for both Sheriff's standards and the Justice Academies to track training data for all criminal justice entities. This particular application could eventually allow other agencies to check training information on their criminal justice staff via the computer as opposed to making calls and sending letters as it occurs now.

Middleware projects: The DOJ also has several very significant middleware projects in progress that involve multiple agencies and other states. Though these are not DOJ projects, we do have a systems analyst that is very involved in these projects because they impact the Law Enforcement Message Switch (LEMS). Many of the LEMS related projects are supported with federal funding and are national projects where data is shared with other states. Summaries of these projects are noted below.

NLETS DOC Image Interface- NLETS in conjunction with SRFERS (State, Regional, and Federal Enterprise Retrieval System) group is creating an entirely new interface in NC from NLETS through LEMS to the NC Department of Correction (DOC) to retrieve DOC text info and images regarding inmates. NC and Oregon are the two initial LEMS pilot states. At present, a Statement of Work (SOW) is being developed with Unisys for LEMS. Federal funding is being provided by NLETS/SRFERS and NLETS funds and manages this project.

NLETS CHIEF CCH XML Rap Sheet Standardization- NLETS is converting the NC CCH responses to the NLETS standard XML format. This project is referred to as CHIEF (Criminal History Information Exchange Format) which is the NLETS national standard for formatting state CCH rap sheet responses through NLETS. This approach facilitates various states having their CCH responses look similar to the user. Currently Unisys is finalizing the SOW with NLETS. Funding for this project is provided by NLETS.

NLETS LoJack DRI 'MA' to 'LJ'- LoJack is an electronic stolen vehicle locater service. NLETS is moving the LoJack server from Massachusetts to NLETS. Currently Massachusetts is performing an automatic stolen vehicle check at NCIC for LoJack since LoJack is not allowed to perform the query to NCIC. States communicate with LoJack via Massachusetts DRI "MA' through NLETS. States will now have to modify their message switches to perform their own stolen vehicle checks at NCIC after receiving a LoJack notification from NLETS. Since the LoJack server will be located at NLETS, the states will also have to modify their message switches to use the new NLETS LoJack DRI 'LJ'. Currently Unisys is negotiating the SOW with LoJack. Funding is being provided by LoJack and the project is managed by NLETS.

Division of Motor Vehicles (DMV) SADLS (State Automated Driver License System) Temporary Driver Certificate (TDC), NCGS 2005 - GS20-7 (f)5- This project is being managed by the DMV division of the Department of Transportation. The purpose of the project is to allow the issuance of a 20-day Temporary Driver Certification to a person when a driver's license is renewed or when applying for a license the first time. This 20 day period will be used by DMV to conduct background checks on individuals applying for NC driver's licenses before mailing the permanent plastic driver license card in the mail. Currently the pilot for this project is underway and ITD has a team member on the project.
.

DMV SADLS Driver License Images- DMV SADLS is acquiring a stand-alone image server to provide driver license images to law enforcement through LEMS. This approach will prevent law enforcement users from having to access the current DMV production image server. This is a DMV project and DMV is in the server procurement phase.

DMV STARS IRP Audit Stop-(Senate Bill 830) - DMV State Title and Registration System (STARS) is being developed to notify law enforcement via LEMS when a DMV stop has been placed on certain vehicles. There is a special vehicle registration process for big trucks, etc that cross borders with neighboring countries such as Canada and Mexico. This is the International Registration Program (IRP). The Department of Revenue conducts audits where they compare miles driven versus miles reported. The audit stop condition occurs when the reported mileage driven is not correct. Currently this project implementation has been delayed in LEMS since the programming changes in LEMS and DMV are associated with the DMV Inspection Sticker Removal project below.

DMV STARS Inspection Sticker Removal- House Bill 679- DMV STARS is making system changes since NC inspection stickers will be removed from vehicles. An individual will not be able to obtain a license tag registration or renewal unless the vehicle

has been inspected. The inspection expiration date will become the same as the license tag registration expiration date. The inspection date will be printed on the registration card since the dates may be different until all stickers have been removed. DOJ involvement in this project (which is being managed by DMV) is to allow Law enforcement notification of inspection sticker expiration through LEMS. DMV is in the business rules phase of this project currently.

Goal #2- With the rise in criminal activity related to predatory crimes, particularly sex crimes against children, the DOJ has created a sex offender registry which has a two fold purpose of providing information to the public about the locations of sexual predators and also providing an application to law enforcement which allows for data entry of mandatory data collection related to sex offenders. With the creation of this website in North Carolina, the Attorney General provided a tool to law enforcement and the public in support of this goal *to apprehend predators and arm the public with as much information as possible to protect them from predatory or criminal activity.*

Sex Offender Registry- The new sex offender registry for both law enforcement and the public was rolled out during this past biennium and changes and updates to the registry are ongoing. The sex offender registry has substantial legislative changes at the state and federal level this year that will impact DOJ and specifically the ITD. Current state legislation impacting this application is SL2008-117, HB933, Jessica Lundsford Act for NC; SL2008-220, SB1736, Sex Offender/Registration E-mail Address; and SL2008-218, SB132, Protect Children from Sexual Predators Act. The federal legislation is entitled the Adam Walsh Child Protection and Safety Act of 2006 (Sex Offender Registration and Notification Act-SORNA). This state and federal legislation will require work into the 09-11 biennium. The DOJ works diligently to keep the external Sex Offender website easy to use for citizens. There is also a separate SOR application for law enforcement and ITD makes legislative changes that allow law enforcement to track and register sex offenders as required. AG Cooper considers this work some of the most important that we do for NC citizens because it helps keep citizens informed and helps prevent predatory attacks.

In the 09-11 biennium, ITD will be working on additional projects in support of goals #1 and #2 above. These projects include Uniform Crime Reporting, Data Integration, N-CAT/LEMS integration, N-CATS portal, Mobile AFIS, and CEASE. Work with the SBI lab staff continues on a new laboratory application as well. More detailed descriptions of each of these projects are provided in section four of this document.

Goal #3- *providing NC consumers with sound information to disarm scam attempts* –
The AG has implemented programs such as the "No Call" list to make sure North Carolinians have the right to control who calls them at home. The "No Call" list is a national registry and can prevent most telemarketers from calling homes. IT supports the AG's website and the "No Call" list information is a part of the website.

DOJ also has a Medicaid Investigations Unit to investigate and prosecute health care fraud committed by Medicaid providers, the physical abuse of patients and embezzlement of patient funds in Medicaid funded facilities. IT built and supports the "AG Medicaid Fraud

investigations application" and a full time IT staff person is assigned to the Medicaid unit to support their IT needs.

The DOJ Consumer Protection Division works to educate consumers and provide consumer tips on a wide range of topics, from automobiles to work-at-home schemes and everything in between.   ITD built and supports the "Managed Care Patient's Assistance application" for the tracking and processing of patient issues and claims with insurance companies. This falls under the consumer protection umbrella of the Legal Services section. There is no pending legislation requiring changes to this application but the AG depends on ITD to support and maintain the existing application which contains very important information for legal cases that arise.

Goal #4- The fourth goal, *striving to improve processes and maintain a sound infrastructure within the DOJ that will allow employees to use their time efficiently to accomplish the goals of the department,* impacts IT from both an IT infrastructure perspective and from a reengineering perspective. ITD is expected to create a technically savvy environment in DOJ that increases efficiencies in the performance of employees' jobs and also allows for service improvements within all divisions. This includes sufficient network speed, replacement of computers on a set schedule, a competent Help Desk operation to receive questions as well as process requests for assistance, and a server/security team to manage our data center.

There are several projects in legal services planned for the coming two years that relate to this goal: legal services case management system, legal services scanning project, and the collection's debt management application (summary in section IV). The case management project in particular will result in many benefits because it will provide the first automated system to handle all cases throughout legal services. This is expected to increase efficiency in the department and move the entire legal services division away from paper file documentation to a central repository for all cases. This will benefit not only DOJ but all agencies that have legal counsel through the Attorney General's legal services division.

It is anticipated that the SBI work flow project with also reengineer processes to allow SBI staff to maximize efficiencies.

III. CURRENT SITUATION AND DESIRED STATE OF IT APPLICATIONS/INFRASTRUCTURE ASSETS, PERSONNEL, PROJECTS, AND MANAGEMENT

Application Development- Over the past biennium, the NC DOJ IT division has examined the overall portfolio of the agency and began planning to reengineer applications to eliminate legacy applications, particularly those written in ACCESS, Power Builder and Mapper. With over 100 applications in the portfolio, maintenance and support is a large effort. As mentioned earlier in this plan, several of the applications in process now will eliminate dozens of legacy applications. Future releases to BEACON should also eliminate several legacy Mapper applications.

ITD is a Microsoft shop and uses ASP.NET, Biztalk, and C# as a standard for development. Up until three years ago, there was no consistent standard for development. Developers were developing in the language that they knew and also collected requirements, wrote the code, and tested the applications that they built. A new direction has moved staff toward .NET development and toward using a standard SDLC process for application development. ITD is also piloting the use of Microsoft Team Foundation in the Training and Standards application. This new direction has resulted in retraining staff to learn .NET and also in actively recruiting staff that have .NET skills.

Three years ago, there was also only one project manager on staff. Today, ITD has four project managers and each is assigned to a specific division within the agency. This allows for familiarity with the business needs of specific divisions. ITD strives for an environment where the business needs drive the work of the IT staff. Law Enforcement requires the most IT resources because of the number of applications related to the SBI and law enforcement agencies. However, significant work is also occurring for Training and Standards and Legal Services to meet their business needs.

Two PM's are assigned to the SBI due to the volume of projects and the associated workload. ITD has been working towards an organization that is aligned with the businesses that we serve. We have strived to do this by making project managers the liaisons between DOJ divisions and the ITD staff. This has worked to some degree, especially with the Legal Services division and the Training and Standards division. However, the number of projects being built and supported for the SBI and law enforcement had prohibited ITD project managers from having enough time to be as effective in this liaison role as needed. More work is yet to be done in this area and a Program Manager position to oversee all of the SBI/law enforcement projects may be required in the future because of the complexity of the work with the SBI.

A number of positions have been reclassified over the past two years to create business analysts and testing positions which were previously very limited in ITD. DOJ's most recent engagement with ITS to participate in the SQA (Mercury testing) service is going to allow for more intense and detailed testing of applications, particularly those that need to be stress tested. The coming biennium will also be used as a time to formalize policies and processes internally in ITD.

Infrastructure- ITD has recently had all of the Help Desk staff complete training for Help Desk certification. After the training, all staff took the certification test and passed. This training has yielded greater productivity, focus, and pride on the job.

In the current biennium, ITD server staff (using both Windows 2003 and Unix Solaris) has focused on expanding the Storage Area Network (SAN) and the disaster recovery setup at MCNC including the installation and configuration of mirror view for disaster recovery. The network team has also established a redundant network connection for law enforcement, using both AT & T and Time Warner Cable. One of the unique characteristics of law enforcement is a very low tolerance for network outages due to the serious life threatening consequences that outages can have on law enforcement. Our network team has also installed a new fiber optic network around the SBI campus.

Last year, our PC support team was able to disperse enough laptops to ensure that all SBI agents in the field have a laptop. This has never been the case in the past. We are working toward a standard 4-5 year replacement cycle and are striving to move staff away from using individual printers on each desktop toward using networked printers in a central location. PC support is also still in the process of encrypting all DOJ laptops.

In the 09-11 biennium, the infrastructure side of our organization will focus on a written and tested disaster recover plan and continued work on business continuity planning. Intrusion/Detection/Prevention software is being evaluated by the agency for implementation in the next 2-3 years. DOJ is evaluating the benefits of SharePoint and plans are in process to install VM Ware. Network analysis and necessary upgrades to support law enforcement are in processes and conversations are underway with the CFO and the SBI director about needs for the coming biennium. A feasibility study of a wireless campus is planned in the coming year as well.

Human resource needs- In recent years, it has been the position of the DOJ CIO to support the IT needs of DOJ with existing resources. We have been very effective at doing this by reclassifying positions to balance out needs within our total division. However, it is obvious now that there are a few significant positions that need to be funded to completely meet the needs of DOJ. These include an additional development position for work associated with the sex offender registry and a position to handle application architecture.

The banding of IT positions has helpful to ITD for the most part. It has been helpful in the sense that it has raised awareness within the agency about the market rate for IT positions and has helped secure funds to begin to bring staff to their market rates. However, lack of adequate funds to fully fund banding initially resulted in a number of staff moving on to other state agencies that could fully fund their band. We have particularly experienced high attrition rates for Database Administrators due to salaries issues and are working with DOJ HR to correct this situation. We are also working toward getting an Advanced Database Architect in the future, due to the complexity of the databases in DOJ.

IV. MAJOR INITIATIVES AND INVESTMENTS

Role of ITD- ITD is considered the staff that serves the Attorney General and all divisions of DOJ to analyze business problems and come up with IT solutions that help to further the mission and goals of the department. ITD is counted on to take information from the business, listen to their needs and carefully assess how to improve the efficiency of varying operations with Information Technology. The DOJ CIO sits on the agency's management team which is facilitated by the Chief of Staff. This is where big picture needs are discussed and where information on the Attorney General's goals is disseminated. The DOJ CIO also serves as a member of the Technology Planning Group and shares information received from TPG in the DOJ Chief of Staff's meetings. This helps DOJ management stay abreast of consolidation efforts, enterprise initiatives, and other important information disseminated from ITS.

The forum that ITD uses to gather more specific information on stakeholder needs is monthly business meetings with each DOJ division that are facilitated by the project manager assigned to that division. These meetings are used for updates, discussion of new ideas, discussion of needs, and any concerns. This allows ITD to gather information about the high level needs of the agency and to facilitate prioritization of projects. As projects transition from visions to reality, ITD applies the Software Development Life Cycle (SDLC) to manage projects as they come to fruition.

Projects listed below have been prioritized by the business for work in the 09-11 biennium:

1) Name/Title of project: SORNA Compliance

Summary description:
Change Sex Offender Registry (SOR) application and web site to be compliant with federal SORNA requirements.

Major Objectives and benefits/value to the agency/state also include performance measures that will be used to track progress against goals and objectives- Primary objective is to become compliant with federal SORNA requirements for managing information on registered sex offenders and providing information to the public. This will facilitate investigation of sex crimes, better protect the public from sex offenders, and prevent North Carolina from being subject to a 10% reduction in federal grant funding for failure to comply with SORNA.

Approach for accomplishing it- Project sponsor will be SBI Assistant Director. Project will be performed by DOJ IT staff possibly with assistance from one or two contractors. Non-technical aspects of implementation, such as updating procedures, updating DCI training and documentation, and training Sheriff's Offices and DOC staff will be performed by SBI CIIS staff. The standard release management process for updating existing DOJ applications will be used to complete this project.

Timeframe- Most changes to achieve SORNA compliance are expected to be completed in FY08-09 via other legislatively mandated projects impacting the SOR application and website, but new legislation will be required to authorize DOJ to come into full compliance with SORNA. These particular changes to the SOR application and website will begin at the start of FY09-10 and be complete by the end of FY09-10.

Relationship with other agencies projects- Impacts Sheriffs statewide as users. May impact Department of Corrections as users and OPUS interface. Not related to any other projects.

Relationship w/ statewide initiatives/projects- Not related.

Order of magnitude costs - $400,000.00 funded by continuing appropriation for internal staff and grants for contractors.

2) Name/Title of project: Uniform Crime Reporting (UCR) Modernization

Summary description- To meet the growing demand for crime reporting in North Carolina, SBI desires to re-architect its current UCR platform to create a scalable, flexible, and easily maintainable solution to meet the current and future analytical, reporting, and data warehousing needs of the SBI.

Major Objectives and benefits/value to the agency/state also include performance measures that will be used to track progress against goals and objectives:

- Deliver more automated and modern mechanisms of data collection.
- Leverage automation as the mechanism for quality control and consistency in reporting.
- Provide a system that is scalable for future needs (i.e. different and new types of crime tracking).
- Provide the ability to integrate UCR data with other data sources.
- Provide the ability to perform timelier reporting.
- Provide the ability to publish reports to the web and to print reports in both an ad hoc and scheduled/automated fashion
- Provide data that is more granular, and expands the ability to perform incident based reporting across all agencies.
- Create efficiencies that benefit the SBI and the LLEAs.
- Through the implementation of the enterprise architecture, deliver the ability to easily map to data in a variety of formats. This capability will allow SBI to accept and process data in non-standard formats, where appropriate.
- Overcome the challenges and resources currently required to submit data through existing SBI forms (e.g., The Incident Report) by allowing the LLEAs to submit data in their existing format to promote "data compliance" v. "form compliance" and encourage more timely and more detailed reporting.
- Promote an automated process that supports standardization in reporting detail.
- Reduce or eliminate manual processing for the SBI and for the LLEAs.

Approach for accomplishing it: Project sponsor will be SBI Director. The scope of the project is as follows:

- Design and re-architect the SBI's current infrastructure and apply its new capabilities to UCR reporting - the new architecture will migrate the SBI from its current Forte, Business Objects, and Oracle environment to a more modern SAS Technology used for Data Warehouse, ETL, Data Quality, and automated reporting.
- Evaluate and adjust the business processes required to collect data at an incident level and enhanced data collection from all LLEAs.
- Install and configure enhanced Data Warehousing, Analytics, and Reporting Technology.
- Develop automated ETL and Data Quality processes to alleviate the manual management and submission of the current UCR submissions
- Automate printed creation of Crime in NC Reports
- Develop an interactive Web Portal for Crime reporting in NC based on data available for UCR.
- Develop a support plan and Business Intelligence Center of Excellence for the SBI to support Crime Reporting in the State of NC.
- Architect the system to facilitate the integration of other data sources, analytics, and reporting in additional phases over time.

A vendor will perform the bulk of the project work. SBI and DOJ IT will produce procurement documents and complete the procurement process in conjunction with DOJ legal and procurement representatives and SCIO legal and procurement representatives. SBI and DOJ IT will participate throughout the project in requirements gathering, solution design, data migration, quality assurance and testing. DOJ IT will also provide a project manager.

The implementation process is expected to flow as follows:

Step ONE: Requirements Definition

Develop a strategic plan and conduct a gap analysis that further identifies and clarifies the priority tasks, and establish the framework and requirements for the initial release of the enhanced UCR reporting.

Step TWO: Design and Analysis
Provide the implementation team with the details needed to build the system such as detailed definitions of source systems, a target data model design, source to target data mappings (including business rules and data quality checks), and UCR automated reporting design.

Step THREE: Infrastructure Installation and Configuration

Install and configure the software and components needed to build the system.

Step FOUR: Implementation and System Testing
Utilize industry standard methodologies and best practices to build data collection and integration processes and routines, and development of reports based on Detailed Design. System testing and iterative customer reviews will be included.

Step FIVE: Training and User Acceptance Testing (UAT)
Allow user to test system to insure that it meets the defined requirements. User training occurs as part of the UAT process.

Step SIX: Roll-out and "Go-Live"
The purpose of this phase is to assist the SBI IT department in migrating the enhanced SBI UCR Reporting system to a production environment. This step also includes time for knowledge transfer to DOJ IT support staff to enable them to support and enhance the system over time.

Timeframe- Expect project to begin in late 2008 and end in late 2009.

Relationship with other agencies projects: Law enforcement agencies statewide will be impacted. This project could impact or be impacted by the Criminal Justice Data Integration Pilot Program.

Relationship w/ statewide initiatives/projects: This project could impact or be impacted by the Criminal Justice Data Integration Pilot Program.

Order of magnitude costs: $1,300,000.00 funded by continuing appropriation for internal staff and a grant of $173,399. $684,601 of implementation is currently unfunded and that funding is being sought from OSC data integration funds that have been appropriated.

3) Name/Title of project: Criminal Justice Data Integration

Summary description- The updated Appropriations Act from the legislature's short session funded a "Criminal Justice Data Integration Pilot Program." DOJ will likely need to participate in this project or complete related projects in support of this project.

Major Objectives and benefits/value to the agency/state: Unknown at this time. To be determined by Steering Committee.

Approach for accomplishing it: Unknown at this time. To be determined by Steering Committee.

Timeframe: Unknown at this time. To be determined by Steering Committee.

Relationship with other agencies projects- Unknown at this time. To be determined by Steering Committee. Will likely impact State and local agencies involved in criminal justice statewide.

Relationship w/ statewide initiatives/projects- Criminal Justice Data Integration Pilot Program

Order of magnitude costs- Unknown at this time. To be determined by Steering Committee for Data Integration established in State Controller's office.

4) Name/Title of project: NCATS – LEMS Integration

Summary description- Create interface between North Carolina Applicant Tracking System (NCATS) and Law Enforcement Message Switch (LEMS) for automating exchange of information necessary for completion of fee-for-service and civil applicant criminal background checks performed by SBI Criminal Information and Identification Section (CIIS).

Major Objectives and benefits/value to the agency/state- The objective of the NCATS - LEMS Integration project is to automatically perform the LEMS query portion of a background check using data already entered by the user in an earlier step as well as data returned from SAFIS. The results returned by LEMS will be automatically processed by NCATS and used to update the NCATS record with the only human intervention being quality assurance. This will reduce applicant processing workload in CIIS by approximately 4 FTE's by eliminating manual running of the LEMS query and updating/attaching of results and supporting batch fulfillment of hits (in addition to no-hits which are already fulfilled in batch).

Approach for accomplishing it- Project sponsor will be SBI Assistant Director. Project will be performed by internal DOJ IT staff and a contractor. Project will be conducted using DOJ's standard processes for project management and systems development lifecycle.

Timeframe- Start date to be determined. Project should take 6 months to complete if staffed as expected.

Relationship with other agencies projects- None.

Relationship w/ statewide initiatives/projects- None

Order of magnitude costs- $250,000.00 funded by continuing appropriation for internal staff and either lapsing salary or grant for contractor.

5) Name/Title of project: NCATS Portal

Summary description- Provide a secure web portal for agencies to request fee-for-service and civil applicant background checks performed by SBI Criminal Information and Identification Section (CIIS), monitor the status of these requests, and retrieve the results.

Major Objectives and benefits/value to the agency/state-

- Reduce data entry by CIIS staff.
- Reduce staff, paper, and postage costs associated with fulfilling fee-for-service and civil applicant background checks.
- Provide agencies with results of fee-for-service and civil applicant background checks more quickly.
- Maintain compliance with FBI CJIS Security Policy.

Approach for accomplishing it- Project sponsor will be SBI Assistant Director. Remainder of approach is to be determined depending on resource availability. Project could either be outsourced or completed by internal DOJ IT staff perhaps with contractor assistance.

Timeframe- Start date to be determined. Project should take 9 months to complete.

Relationship with other agencies projects- None.

Relationship w/ statewide initiatives/projects- None.

Order of magnitude costs- $500,000.00 with funding sources to be determined; could result in expansion budget request.

6) Name/Title of project: SBI Information Flow Study

Summary description- Assess the flow of information between organizational units and systems within SBI and make recommendations for improvements in processes and information systems.

Major Objectives and benefits/value to the agency/state- Determine how SBI processes and the systems that support them can be improved to more optimally support SBI's mission. Define projects to implement these changes and help drive the IT Plan for the remainder of this biennium and beyond.

Approach for accomplishing it- Project sponsor will be SBI Director. Remainder of approach is to be determined.

Timeframe- To be determined once more information on scope is obtained.

Relationship with other agencies projects- None.

Relationship w/ statewide initiatives/projects- None

Order of magnitude costs - $300,000.00 with funding sources to be determined; could result in expansion budget request.

7) Name/Title of project: Mobile AFIS

Summary description - Procure and distribute mobile devices for law enforcement agencies to capture fingerprints and create new workflows in existing Statewide Automated Fingerprint Identification System (SAFIS) to process these fingerprints, interface with other systems (FBI IAFIS, CCH, etc.), and provide results back to law enforcement agencies.

Major Objectives and benefits/value to the agency/state - The scope of this project is still being discussed, but implementation is expected to provide law enforcement vastly improved capabilities to identify individuals at roadblocks, during sweeps, and in other circumstances in the field where definitively determining an individual's identity is essential for protecting the safety of the public and law enforcement officers themselves as well as allowing law enforcement officers to function more efficiently.

Approach for accomplishing it - Project sponsor will be SBI Assistant Director. Project implementation will be outsourced. Remainder of approach is to be determined.

Timeframe - To be determined once more information on scope and funding is obtained. Project will likely take on the order of 12 months to complete.

Relationship with other agencies projects - None.

Relationship w/ statewide initiatives/projects - None.

Order of magnitude costs - Depends on scope of implementation but likely between $500,000.00 and 1,500,000.00 with funding sources to be determined; expansion budget request is anticipated.

8) Name/Title of project: Cybercrime CEASE for Western and Triad Labs

Summary description- Procure and implement Cybercrime Computer Evidence Analysis and Storage Environment (CEASE) for Western and Triad Labs. Cybercrime CEASE is already being implemented in the Raleigh Lab only in FY08-09 using federal grant funding.

Major Objectives and benefits/value to the agency/state- This project would support establishment of digital evidence sections at the Western and Triad labs and allow SBI to expand the number and types of digital evidence cases it accepts beyond the murder and sex crime cases to include other felonious crimes for which digital evidence may support investigation and prosecution.

Approach for accomplishing it- Project sponsor will be SBI Lab Deputy Assistant Director. Since a Cybercrime CEASE solution will already be implemented at the Raleigh lab, an IFB or RFQ will be issued to provide the same solution at the Western and Triad labs. This would be an outsourced project.

Timeframe- Start date depends on securing funding, which would likely come via federal grants. Project should take no more than 6 months to complete.

Relationship with other agencies projects- None.

Relationship w/ statewide initiatives/projects- None.

Order of magnitude costs- $800,000 with funding sources to be determined (could involve grants through Governor's Crime Commission or expansion budget request).

9) Name of Project- Private Protective Services (PPS) and North Carolina Justice Academy (NCJA) PowerBuilder Application Replacement

Summary Description- Current custom developed PowerBuilder software applications, are outdated and PowerBuilder is no longer a supported programming tool in ITD. ITD recently hired a contractor and provided support for legislative changes in the PPS PowerBuilder application. However, this project will be to replace the outdated PowerBuilder applications with equivalent software applications adhering to the NCDOJ ITD Standards. The applications will also be improved to be in-line with ITS Information Security Policies and SB1048 (2004) Identity Theft Protection Act. This includes utilizing a non-Social Security Number (SSN) as the primary index/identifier and storing in an encrypted fashion.

Major Objectives and Benefits/Value to Agency/State- Replace the PowerBuilder application and improve the information security configuration to support the PPS and NCJA business processes respectively.

Approach for Accomplishing Project-
> Milestones:
> - Kickoff meeting
> - PPS and NCJA PowerBuilder Applications Stabilized and Critical Issues Resolved
> - PPS and NCJA PowerBuilder Application-Requirements Specification Documents (two separate documents)
> - Review and Signoff on the Requirements Specification Documents from Business Stakeholders (NCJA and PPS)
> - Software Technical Design Documents (two separate documents)
> - RFI (if preliminary market analysis reveals that COTS should exist)
> - Make or Buy Decision
> - RFP (if Buy Decision)

- New Software Application (replacing PPS and NCJA PowerBuilder Applications)
- User Acceptance Testing (UAT)
- Transition to Production (and deactivating the PowerBuilder applications) ← Project Close milestone

Timeframe- Approximately 14 months from project start date, to be started in calendar year 2009.

Relationship with other Agencies' IT Projects- None. This is primarily an operational risk reduction/elimination project for NCDOJ ITD.

Relationship w/ statewide initiatives/projects- None

Order of magnitude costs- Under $500,000 (funding source to be determined)

10) Name of Project- NCJA Multimedia Services

Summary Description- NCJA has requested the ability to host video and audio multimedia presentations and files for both public and specific law enforcement training. This training is for both Learning Management System online and Blackboard classroom training. This project will update the NCJA Web Site to support multimedia presentations, including podcasting; hosting the multimedia services for both BlackBoard and Learning Management System courses; and establish authoring capabilities to create and design the multimedia elements for the services in NCJA.

Major Objectives and Benefits/Value to Agency/State- To provide multimedia services to NCJA in order to deliver classroom and on-line courses more effectively and efficiently.

Benefit/Value to Agency/State- Most of the universities and online law enforcement training vendors already offer multimedia services as a standard repertoire when students enroll in any course. This project would permit NCJA to provide the same if not better level of training to the NC law enforcement community.

Approach for Accomplishing Project- Milestones:
- Kickoff meeting
- Determine requirements
- Review and Signoff with NCJA
- Determine design with ITD and ITS
- Review and Signoff with NCJA, ITD, and ITS
- Implement solution
- User Acceptance Training (UAT)
- Transition to Production with Project Close

Timeframe- Estimated 8 months from start of project. Expected to start in 2010.

Relationship with other Agencies' IT Projects- None. This is strictly for NCJA, however other agencies may be involved as students.

Order of magnitude costs- Under $500,000 (funding source to be determined)

11) Name of Project- Training and Standards Conversion Project, Phase 2

Summary Description- This is to address all out of scope and enhancements from T&S Conversion Project (phase 1, which is currently being completed). Enhancements will include undercover security codes, reactivation of records, efficiency of logout and log in capacity, navigation features, addition of new fields, navigation fields, and user administration.

Major Objectives and Benefits/Value to Agency/State- The main objective is to address all out of scope, open issues, and enhancements from the T&S Conversion Project, phase 1, software development efforts. This will permit the new application for CJ and Sheriff Standards to be complete and up-to-date in fulfilling the business requirements, which had evolved during the phase 1 project timeline.

Approach for Accomplishing Project- Milestones:
- Kickoff meeting
- Confirm and Prioritize Out of Scope and Enhancement List with Business Stakeholders.
- Requirements Specification Document
- Review and Signoff on the Requirements Specification Documents from Business Stakeholders
- Software Technical Design Document (from ITD; from both Application Development and Database Administration)
- Updated Software Application and Database Structure
- Functional Build, QA Testing, and User Acceptance Testing (UAT)
- Transition to Production ← Project Close milestone

Timeframe- This project is to be started on fiscal year 2010 (July 2009) with an estimated duration of one year.

Relationship with other Agencies' IT Projects- This project builds on T&S Conversion Project, phase 1, also called the "SSN Replacement/Database Conversion Project" in the PPM Tool.

Order of Magnitude- Under $500,000 (funding source to be determined; it is anticipated that internal staff will be used on this project)

12) **Name of Project- Expansion of NCJA Learning Management System**

Summary Description- Currently, the contract with Learn.com LearnCenter supports 1,100 concurrent users per month. This is expected to increase within the next biennium to 5,000 to 10,000 concurrent users per month, so the contract will need to be changed to reflect this increase. NCID integration will become the single sign on authentication for this project.

Major Objectives and Benefits/Value to Agency/State- Increasing the capability to provide online in-service training for law enforcement officers throughout North Carolina.

Approach for Accomplishing Project- Milestones:
- Kickoff meeting
- Determine LearnCenter Contract Changes and Extensions as "LearnCenter Requirements"
- Determine SSO-NCID Requirement
- Establish Scope of Work (SOW) for the above Two Requirements
- Establish Memorandum of Understanding (MOU) between NCDOJ/NCJA and ITS Services for NCID, which includes a Service Level Agreement (SLA)
- Review and Signoff on SOW
- Create Appropriate Procurement Documents.
- Negotiate with Vendor
- Review and Signoff on Contract
- Implement Solution
- User Acceptance Testing (UAT)
- Transition to Production ← Project Close milestone

Timeframe- Estimated six months after start of project. No exact timeline has been established at this time, but this project is expected to start in late calendar year 2009 or 2010.

Relationship with other Agencies' IT Projects- None. Very little NCDOJ ITD involvement is expected since the NCJA Learning Management System is externally hosted by Learn.com, and this arrangement is expected to be maintained. ITS Services would need to work on the NCID integration involving ITS and Learn.com.

Order of Magnitude- less than $500,000 (funding source to be determined)

13) Name of project- Legal Services Scanning Project

Summary description - There are over 26 million Legal Division and related documents in the Old Education Building annex. These files include criminal appeal files, capital murder appeal files, civil tort claim files and related legal and administrative documents.

In April 2008, DOJ staff completed an inventory of existing annex storage utilization and projected scanning needs over the three year period. This project will be to scan records so DOJ can begin to move away from large volumes of paper storage.

Major Objectives and benefits/value to the agency/state- This project is being done to increase efficiency in managing cases, documents, discovery in large lawsuits, and locating files. The scanning of files will reduce the need for paper storage of records and make records easier to search and share within the business.

Approach for accomplishing project- A procurement for best value will be used to select a vendor to provide a centralized case management system for the Department of Justice Legal Division. A project manager will be assigned to this project. DOJ Chief Senior Deputy is the project sponsor.

Timeframe- FY 0809

Relationship with other agencies projects- None

Relationship w/ statewide initiatives/projects- The award will be made in accordance with "best value" procurement rules. as defined in 09 NCAC 06B.

Order of magnitude costs- Under $500,000 (funded with internal resources)

14) Name/Title of project- Legal Services Case Management Project

Summary description
Legal Services' will purchase a COTS solution to meet the needs for case management services for its 500 employees. The project will specifically address:
- Case/matter/consultation management to provide a variety of functions including: tracking of case/matter assignment; historical development of a case; workflow tools; tickler/calendaring; email integration and association with relevant case/matter; and reporting.
- Contact management to provide a centralized source of contacts for department-wide use.
- Practice management to provide a variety of functions to include the ability to store and identify skills, knowledge areas, expertise and workload in a centralized repository.
- Collaboration tools to provide the ability to maintain version control of legal documents across all legal sections within DOJ and provide announcements, legal memoranda and other discussion topics.
- Document management to provide the ability to link case documents to a case file, share documents across related or similar cases or use for research purposes.
- Document assembly to provide the ability to generate documents from templates from case specific data elements.

- Secured data and large file sharing both outside the DOJ network and within (with defined levels of access).

Major Objectives and benefits/value to the agency/state- The ultimate objective is to provide employees easy access to documents and files. Currently, DOJ Staff are manually accessing files in multiple locations on and offsite. The scanning initiative will significantly decrease the cost for manual document searches. Additionally, this initiative provides the ability to share documents without creating multiple hardcopies. Another objective is to reclaim conference room space. Seven existing conference rooms in the Old Education Building were converted to storage space, utilizing 590 square feet of space. It is anticipated that some of this space will be utilized as office space.

- Investment will improve quality of service to customers and citizens.
- Investment will create a cost savings of over 2 million dollars replacing manual case preparation, reporting, outsourcing scanning projects, and maintenance and support.
- Investment will improve the Tort Claim process for refunding school bus accident victims creating a savings of approximately $100,000 annually
  Investment will provide a cost avoidance of more than $100,000 dollars annually for discovery preparation and maintenance and support.

Approach for accomplishing it- A procurement for best value will be used to select a vendor to provide a centralized case management system for the Department of Justice Legal Division. A project manager has been assigned to this project. DOJ Chief Senior Deputy is the project sponsor.

Timeframe- The project is in the BAFO stage of procurement now and is expected to take 18 months to roll out.

Relationship with other agencies projects- None

Relationship w/ statewide initiatives/projects- The award will be made in accordance with "best value" procurement rules as defined in 09 NCAC 06B.

Order of magnitude costs- This project is expected to be in $1-$2 million range; funded with internal resources and contributions from other agencies using DOJ legal staff.

15) Name/Title of project- Collections Debt Management Project

Summary description- The Collection Section of the Attorney General's office is a small section of two support employees who collect account receivables for all state agencies, community colleges and universities and student loans for community colleges and universities. This project seeks to automate the production of demand letters to debtors and capture information regarding monies sent and how payments are made.

*Major Objectives and benefits/value to the agency/state-*Replace the former method of submitting e-mails to the Collection section manager and manually typing debtor information and automate the entire collections system which will reduce the number of temporary staff needed and reduce the amount of time spent looking for lost files. Reporting features will replace the present Excel "logs" and manual tickler files. An automated system will also improve the quality of service to customers and citizens and result in cost savings to DOJ. It is also anticipated that a new automated system will improve the Collection Section process for submitting collected funds to state institutions and state agencies and provide the ability to track payments and generate monthly and annual calculated reports.

Approach for accomplishing it- Internal Staff will build on existing technology to create a debt management system that will produce debt collection letters, track debtor and client information, track monies collected and automatically upload raw data from external state agencies. A project manager has been assigned to this project. It is anticipated that the Administrative Division Section Head will be the sponsor for this project.

Timeframe- **It** is anticipated that this project will be completed in roughly six months. A more accurate schedule will be developed at a later date.

Relationship with other agencies projects- The Collection Section provide collection and legal services to community colleges, universities and state agencies, the increase in process efficiencies will directly increase revenue for these agencies.

Relationship w/ statewide initiatives/projects- None

Order of magnitude- Less than $100,000 (to be funded with existing internal resources)

16) Name/Title of project- SharePoint Implementation

Summary Description- The DOJ has an enterprise agreement with Microsoft which includes SharePoint licenses for all staff. DOJ is analyzing the feasibility of rolling out SharePoint to the DOJ organization.

Major Objectives and benefits/value to the agency/state- To increase collaboration among similar staff within Department (such as legal services or training and standards), to take advantage of the portal platform and connection staff to agency information that is important to them, to utilize built in workflow templates to automate approval and review processes, to utilize electronic form capabilities, and to provide a mechanism for sharing of documents within specific projects among designated groups.

Approach for accomplishing it- Not defined at this time

Timeframe- Not known at this time; estimated to be FY '10-'11

Relationship with other agencies projects- Not known at this time; however it is anticipated that this project could enhance the case management project currently underway with Legal Services and also could increase the sharing of information among law enforcement.

Relationship w/ statewide initiatives/projects- Unknown at present; could be affected by legislation mandating a centralized e-mail system since DOJ current has an enterprise agreement with Microsoft which include SharePoint licenses for DOJ employees.

Order of magnitude- Not known at this time but expected to be less than $100,000 (to be funded with existing internal resources).

17) Name/Title of project- VMware Installation/Rollout

Summary Description- ITD is planning to purchase VMware and take advantage of the efficiencies offered with virtualization.

Major Objectives and benefits/value to the agency/state-Virtualizing will show cost savings in years to come. Instead of paying maintenance on approximately 120-150 servers, we will be paying maintenance on 14 servers that are hosting VMware.

Approach for accomplishing it- We will get an RFP to have a VMware expert(s) come on-site and train the Server Support group on how to install, configure and maintain VMware. They will also assist in virtualizing as many servers as possible during this timeframe.

Timeframe- FY 0809

Relationship with other agencies projects- Not known at this time

Relationship w/ statewide initiatives/projects- Unknown at present; however, the idea of being able to put an application on a virtual server without having to purchase hardware has tremendous advantages.

Order of magnitude- Approximately $350,000.

Name/Title of project – Biztalk Upgrade

Summary description- The foundation of NC DOJ's application portfolio resides on the **Microsoft *Biztalk*** platform. Most, if not all, of the applications currently residing on this platform are considered <u>*mission-critical*</u> to NC DOJ. An upgrade (to ver. 2006) from the current production version (ver. 2004) of the ***Biztalk*** platform is required.

Major Objectives and benefits/value to the agency/state

- For administrators, the new release includes a new unified management console designed to provide a view of a business process in a single window instead of multiple document queues.
- For developers, the new release includes a tool that allows them to aggregate the pieces of a business process so it can be put into production as a single application
- For business users, the new release adds business activity monitoring that will allow NC DOJ the ability to build a portal to monitor and measure the performance of business processes against predefined performance indicators.
- Integrates directly with NC DOJ's other standard development and architectural platforms including SQL Server, Visual Studio, SharePoint and Microsoft Office.
- Provides built-in support for load balancing, helping to deliver 24/7 availability for mission critical solutions across the enterprise.
- Engineered to be fault-tolerant, and employs easily-configured and manageable SQL Server clustering to ensure no single point of failure.
- Extensive support for web services (both consuming and exposing).

Approach for accomplishing it- Internal Staff will evaluate and research new platform's architecture to see how/where current application portfolio will need to be modified. A test platform will be put in place to compare/contrast how current application portfolio performs. Modification(s) will be made where necessary and old platform will eventually be removed.

Timeframe- It is anticipated that this project will be completed in roughly six months.

Relationship with other agencies projects- Since the majority of the Biztalk applications reside in the Law Enforcement arena, the SBI will be involved with all upgrade procedures including testing, training, and implementation.

Relationship w/ statewide initiatives/projects- None

Order of magnitude- Less than $100,000 (to be funded with existing internal resources)